

# Hereford Football Club



**Volunteers**

**Handbook**

**“We rely on you!”**

If you are unable to attend Hereford FC as agreed please contact your team leader or the co-ordinator as soon as possible.

# Hereford FC - **Volunteers** Handbook

## Introduction

This handbook is intended to be dual purpose. Firstly, it is to inform potential volunteers of the standards Hereford FC expect and to ensure you fully understand your responsibilities as a volunteer. Secondly, if you are accepted as a volunteer it will serve as a reference in future.

Volunteers are the “**life blood**” of Hereford FC and the club could not continue to exist without the support of our volunteers. We accept the leisure time you donate with gratitude and we will make every effort not to abuse the time you give to Hereford FC.

This handbook also includes our responsibilities to you as a volunteer and what you should know about Hereford FC and the work of our volunteers.

Be assured that by volunteering you will not be replacing any paid employees or professionals at Hereford FC.

Hereford FC is a member of The National Council for Voluntary Organisations (NCVO) the largest umbrella body for the voluntary and community sector in England.

## Contact Information

Hereford FC, Edgar Street Stadium, Hereford, HR4 9JU

Telephone: 01432 268 257

Email: [volunteers@herefordfc.co.uk](mailto:volunteers@herefordfc.co.uk) or [info@herefordfc.co.uk](mailto:info@herefordfc.co.uk)

Website: [www.herefordfc.co.uk](http://www.herefordfc.co.uk)

Twitter: [www.twitter.com/herefordfc](http://www.twitter.com/herefordfc)

Facebook: [www.facebook.com/officialherefordfc](http://www.facebook.com/officialherefordfc)

The Volunteers Co-ordinator is Ken Kinnersley and his email address is [volunteers@herefordfc.co.uk](mailto:volunteers@herefordfc.co.uk).

In an emergency you can telephone Ken on 07760 664848 or 01432 820352. If you have questions about volunteering with us, please contact Ken or any Team Leader.

**We rely on you!**

**If you are not able to attend Hereford FC as agreed please contact your team leader or the co-ordinator as soon as possible or a minimum of 24 hours before your reporting time.**

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## Club History

### Hereford FC

Hereford FC Ltd is the natural successor to Hereford United (1939) Ltd, the club that was declared insolvent at the High Court in London on 19 December 2014 and wound up.

However, although Hereford United (1939) Limited the company ceased to exist on that day - in most people's eyes, the 'club' certainly did not. "The club" is not the stadium or the pitch it is abstract, quite simply it's all of the "Bulls fans", with collective memories of the highs and lows, success and failures, our friendships and the shared moments of joy and sorrow and yes, even the total disaster of 19 Dec 2014 - it is all the fans with shared experiences that constitute the "club".

Today, the spirit of Hereford United is now fully encapsulated in Hereford FC.

Colloquially known as a "Phoenix" club, Hereford FC is now one of many around the country. To be accurate, Hereford FC Limited is a Private Limited Company, but with carefully drafted Articles of Association - with advice from experienced lawyers - to protect the fans interest in the company.

This includes provision for Hereford United Supporters Trust (HUST) to own up to 50% of the shares in the company - these are ring-fenced for purchase by HUST - and a limit on other individual /group shareholding to no more than 24%. There are many more safeguards in the Articles and these are in the public domain for those who have an interest.

Hereford FC seeks to change the way that our football club is owned and run by putting supporters at the heart of everything. It aims to show, by example, how this can work in practice by creating a sustainable, successful football club that creates real and lasting benefits for its fans and the local community.

## Club Principles

The core principles of governance are set out below:

The Board will be comprised of four directors from the original founders of Hereford FC and three from the board of Hereford United Supporters Trust (HUST). Members of HUST elect their members to the board democratically on a one member - one vote basis. The HUST board then nominates three to join the Hereford FC Board.

It is intended, that the club will -

develop strong links with the local community and strive to be accessible to all without discrimination.

endeavour to be sustainable whilst maintaining admission prices as affordable as possible, to as wide a constituency as possible.

encourage young, local participation - playing and supporting - whenever possible.

strive wherever possible to avoid outright commercialism.

The directors will not be remunerated and there will be no dividends paid on share holdings. The initial financial investment - put forward by a number of local benefactors - will neither attract interest or ever be repaid.

Initially, and most certainly until the club is well established and financially secure the workforce will, in the main, be comprised of unpaid volunteer labour.

The core objective is for the club to be sustainable. As a result there will be no complimentary tickets or free entry for anyone to competitive matches ... and that includes volunteers who are not on duty. We believe that is only fair! All profits will be retained within the club and used for the development and future financial security of the club.

## **Becoming a Volunteer**

Within Hereford FC there are many different roles each with different levels of responsibility.

For a competitive home match the club requires a minimum of number volunteers. This is why we are totally dependant on your sense of responsibility and self discipline to ensure you, not only, report on time on match days but also uphold all other required standards.

Volunteers are also needed to undertake work on non-match days engaging in cleaning, administration and many other tasks.

We are an equal opportunities organisation and as such welcome absolutely everyone to consider volunteering with Hereford FC.

## **Application Process**

All volunteers, male and female must be aged 17 years or over to volunteer with Hereford FC.

All applicants for a role in the volunteers team must complete a Volunteer Registration Form, provide details of one character reference, attend an informal interview and a short "in-house" induction course before they can work as a volunteer at Hereford FC.

We do seek to provide innovative and flexible role descriptions that take account of the diverse skills, abilities, life experiences and availability of our volunteers. We also aim to recruit volunteers who match the requirements defined in the job description.

All volunteers will be invited, as part of the induction process, to a review meeting with the Co-ordinator and Team Leader at the 3 month point. This is to ensure the requirements of Hereford FC and the expectation of the volunteer are being met and to give and receive feedback. Your appointment as a volunteer will be confirmed, deferred

or refused at the review meeting.

## **DBS Checks**

If any volunteer is employed in a role that involves working with children or vulnerable adults, then Hereford FC is required to initiate an enhanced “Disclosures and Barring Service”, (DBS) check on the volunteer. For more information on this aspect please see the website <https://www.gov.uk/disclosure-barring-service-check/overview>

Having a criminal record does not automatically prevent a person from volunteering. A person's criminal record would be examined on an individual, case by case basis. If you have concerns please contact the Co-ordinator Ken Kinnersley. All such enquiries will be dealt in the strictest confidence.

## **Volunteer Rights and Responsibilities**

Volunteers are a valuable resource to Hereford FC, and the club believes volunteers have the right to be given meaningful roles, the right to effective supervision and to be recognised for their contribution.

In return, volunteers will agree to fulfil their role to the best of their abilities and to uphold values, goals and procedures as defined by the club and to which they have agreed.

### **Important - Reliability**

A most important requirement is the self-discipline of being **reliable**. The volunteering ethos is to be part of a team that is dependent on the integrity of every volunteer.

### **Absence**

If a volunteer knows it will not be possible to work on a specific date when he or she would expect to be volunteering then as much notice as possible must be given to the team leader.

It is a requirement, except in a genuine emergency, that an absolute minimum of 24 hours advance notice must be given if you are unavailable to attend for work.

Notification must be given to your team leader, or other person in authority at Hereford FC, and there must be a record that your notification has been received.

### **Flexibility**

Whilst volunteers will normally be allocated a specific job and would expect to be routinely employed in that role, it may, in certain circumstances, be necessary to ask you to undertake a different role, possibly in a different team, and possibly for a period of time.

Therefore, it is important that volunteers are flexible. We will not ask you to undertake an inappropriate role or one you are not physically capable of fulfilling safely.

## Mistakes

We all make mistakes at some point. Covering-up or denying a mistake serves only to compound the error. Honesty is the best policy, therefore, if a volunteer makes a mistake then alert the Team Leader as soon as the mistake is realised. Do not delay.

The information will enable appropriate action to be taken, this may stop or reduce consequences and you will gain respect for your honesty and self discipline.

## Volunteer Arrangement

This arrangement tells you what you can expect from us and what we hope you will give to Hereford FC. We aim to be flexible, so please let us know if you would like us to consider any changes.

**Hereford FC, will do our best to:**

Introduce the club, describe how it operates and explain your specific role as a volunteer.

Provide any formal or informal training necessary.

Ensure regular meetings “one to one” with the relevant team leader to discuss all aspects of your volunteering.

We will respect your skills and individual wishes and do our best to accommodate them.

We will consult with you and keep you informed of any foreseeable changes.

Insure you against injury you may suffer, or cause, due to negligence.

Provide a safe environment in which to work.

Apply our Equal Opportunities Policy.

Apply our Complaints Procedure should you encounter any problem.

Update you on any new information relevant to volunteering at Hereford FC through regular meetings and communications.

If and when finances permit we may pay you out of pocket expenses according to the Volunteer Expenses Policy.\*

**As a volunteer you undertake to:**

Volunteer reliably to the best of your ability. In the understanding that you will

Give as much warning as possible whenever you are cannot work when expected or if you are unable to continue volunteering. Failure to comply with this requirement could seriously affect the efficient operation and the safety responsibilities of the club.

Follow Hereford FC's policies and guidelines, including Health & Safety, Equal Opportunities, Data Protection and Confidentiality. All policies are included this Volunteer Handbook.

Present a clean and smart appearance and dress in accordance with any specific requirements of Hereford FC (i.e. high vis jacket).

Comply with all reasonable instructions given by a senior volunteer or officer of the club.

Be polite, courteous and helpful with a “can do” attitude, but firm if necessary, with all with whom you come into contact whilst representing Hereford FC.

Maintain accurately any records required as part of your duty.

Refrain from consuming alcohol within 12 hours of reporting for duty.

Refrain from taking any form of drug that has not been prescribed for you

Refrain from using obscene, insulting, or offensive language or engaging in similar behaviour.

## **Training for volunteers**

We will work with you to identify any training needs related to your volunteer role. Where possible, we will provide training in-house, at Hereford FC, but occasionally we may send volunteers on external courses or employ an external trainer. Any necessary training will be provided at no cost to the volunteer.

## **Volunteer Policies and Procedures**

The following is an overview of some of Hereford FC's Policies and Procedures. At the office is a folder that contains full versions of all Hereford FC's policies, which volunteers will be shown during their induction.

If you are unclear about any of the Policies and Procedures, or if you have any questions, please tell your team leader.

## **Hereford FC Volunteer Confidentiality Agreement**

Hereford FC has a volunteering confidentiality agreement which you will be asked to sign before you become a volunteer.

You will be given a copy of this agreement and a copy will be kept on file at the club office. Additional details can be seen on page 18.

## Hereford FC Policy on Ex-Offenders

As an organisation committed to equality and diversity, Hereford FC recognises the contribution that anyone can make as a volunteer. Therefore, we welcome enquiries of interest from everyone. We recognise too that potential volunteers may have a criminal record and are reluctant to apply for voluntary work, particularly, where this would involve the disclosure of their record. We understand that people are often ashamed and embarrassed about convictions and/or fear they will not be treated fairly.

Please rest assured that we will handle the information you provide in confidence. As some volunteer roles within Hereford FC are exempt from the Rehabilitation of Offenders Act, (meaning a conviction must be declared) we will be required to ask for disclosure of both spent and unspent convictions, cautions, reprimands, and final warnings.

We work on the assumption that people apply for voluntary work in order to help the club, to help others, to meet people, to develop new skills, to make a difference, etc., and have no ulterior motive in seeking such work.

With this in mind, we will, where possible provide opportunities for people, and do so in ways that will not put you or our service users at risk.

If the volunteer role you wish to accept is exempt from the Rehabilitation of Offenders Act we will ask you to agree to an Enhanced Disclosure criminal record check. If the Disclosure reveals information that we were not previously aware of, we will discuss the matter with you before making a final decision.

If you require further information about your rights in relation to Disclosure applications, and our responsibilities to you, please ask us for a copy of the Disclosure Barring Service practice or download a copy from the Bureau's website:  
<https://www.gov.uk/disclosure-barring-service-check/overview>

If Hereford FC decides that volunteering within our organisation is not right for you, you will be sign posted to an agency that can help identify other potential volunteering opportunities.

## Health & Safety Policy

The Health and Safety at Work Act 1974 imposes certain obligations on an employer to take all such actions as are reasonable to safeguard the health and safety of their employees. Hereford FC fully accepts its responsibilities under the Act. With this in mind Hereford FC will:

Assess the risks in the workplace;

Have written health and safety procedures;

Ensure that the workplace satisfies health, safety and welfare requirements for ventilation, temperature, lighting and staff facilities;

Ensure safe and clear access to and from the building, including fire exits;

Regularly check the premises room by room for structural defects, worn fixtures and fittings or electrical equipment, and take the necessary remedial action;

Ensure that all equipment is suitable for intended use and is properly maintained and used;

Ensure that all staff and volunteers are aware of the fire procedure and regular fire drills are carried out;

Ensure that all members of staff and volunteers are aware of the procedure in case of accidents;

Ensure that all members of staff and volunteers are aware of and carry out their health & safety responsibilities as set out in their job descriptions;

Liaise with the landlord to ensure that any contractor working on the premises works in such away as to negate any risks to the staff or users.

Hereford FC's health and safety policy includes a number of guidelines regarding safe working practices and the creation of a safe working environment. Persons covered by the policy (staff, volunteers and other people who visit Hereford FC premises,) are asked to adhere to these guidelines.

Employees and Volunteers will also be made aware of their responsibilities under the Health and Safety at Work Act and will:

Take reasonable care of their own health and safety and that of others around them; Co-operate with Hereford FC on matters of health and safety;

Use work equipment correctly;

Provide guidance to users and visitors of Hereford FC premises and act responsibly to ensure their health and safety;

Report any accidents, or near misses, to a team leader or other responsible person.

## **Equal Opportunities and Anti Discrimination Policy**

Our commitment is to eliminate discrimination whether by reason of gender, sexual orientation, race, nationality, ethnic origin, colour, religion or ability and to encourage equal opportunities.

Hereford FC is responsible for setting standards and values to apply throughout the club at every level. Football belongs to and should be enjoyed by everyone, equally. Our

commitment is to confront and eliminate discrimination whether by reason of sex, sexual orientation, race, nationality, ethnic origin, colour, religion or disability. Equality of opportunity at Hereford FC means that in all our activities we will not discriminate or in any way treat anyone less favourably, on grounds of sex, sexual orientation, race, nationality, ethnic origin, colour, religion, political or disability.

This includes:

The advertisement for volunteers.

The selection of candidates for volunteers.

Courses.

External coaching and education activities and awards.

Football development activities.

Selection for volunteering teams.

Appointments to honorary positions.

Hereford FC will not tolerate sexual or racially based harassment or other discriminatory behaviour, whether physical or verbal and will work to ensure that such behaviour is met with appropriate action in whatever context it occurs.

Hereford FC is committed to the development of the programme of ongoing training and awareness raising events and activities in order to promote the eradication of discrimination within its own organisation and in the wider context, within football as a whole.

Our commitment is to eliminate discrimination whether by reason of gender, sexual orientation, race, nationality, ethnic origin, colour, religion or ability and to encourage equal opportunities.

## General

Hereford FC is committed to a policy of equal treatment of all members and requires all members of whatever level or authority, to abide and adhere to this general principle and the requirements of the Codes of Practice issued by the Equal Opportunities Commission and Commission for Racial Equality.

All members are expected to abide by the requirements of the Race Relations Act 1976, Sex Discrimination Act 1986 and Disability Discrimination Act 1995. Specifically discrimination is prohibited in:

Treating any individual on grounds of gender, colour, marital status, race, nationality or ethnic or national origin, religion, sexual orientated or disability less favourably than others.

Expecting an individual solely on the grounds stated above to comply with requirement(s) for any reason whatsoever related to their membership, which are different to the requirements for others.

Imposing on any individual requirements which are in effect more onerous on that individual than they are on others. For example this would include applying a condition (which is not warranted by the requirements of the position), which makes it more difficult for members of a particular race or sex to comply than others not of that race or sex.

### **Victimisation of an individual**

Harassment of an individual (which for the purposes of this policy and the actions and sanction applicable thereto is regarded as discrimination).

Any other act or omission of an act, which has, as its effect, the disadvantaging of a member against another, or others, purely on the above grounds. Thus, in all the Club's recruitment, selection, promotion and training processes, as well as disciplinary matters etc. - in other words all instances where those in control of members are required to make judgements between them - it is essential that merit, experience, skills and temperament are considered as objectively as possible.

Hereford FC commits itself to the immediate investigation of any claims of discrimination on the above grounds and where such is found to be the case, a requirement that the practice cease forthwith, restitution of damage or loss (if necessary) and to the investigation of any member accused of discrimination.

Any member found guilty of discrimination will be instructed to desist forthwith. Since discrimination in its many forms is against Hereford FC, any members offending will be dealt with under the disciplinary procedure.

Hereford FC commits itself to the disabled person whenever possible and will treat such members, in aspects of their recruitment and membership, in exactly the same manner as other members, the difficulties of their disablement permitting assistance will be given, wherever possible to ensure that disabled members are helped in gaining access. Appropriate training will be made to such members who request it.

### **Data Protection Policy**

Hereford FC is committed to protecting the rights and privacy of individuals in accordance with the Data Protection Act 1988 (including subsequent amendments). Hereford FC fully endorses and adheres to the eight principles of the Data Protection Act.

These principles specify the legal conditions that must be satisfied in relation to obtaining, handling, processing, transportation and storage of personal data. Employees, volunteers and any others who obtain, handle, process, transport and store personal data for Hereford FC must adhere to these principles.

The principles require that personal data shall:

Be processed fairly and lawfully and shall not be processed unless certain conditions are met;

Be obtained for a specified and lawful purpose and shall not be processed in any manner incompatible with that purpose;

Be adequate, relevant and not excessive for those purposes;

Be accurate and, where necessary, kept up to date;

Not be kept for longer than is necessary for that purpose;

Be processed in accordance with the data subject's rights;

Be kept secure from unauthorised or unlawful processing and protected against accidental loss, destruction or damage by using the appropriate technical and organisational measures; Not be transferred to a country or territory outside the European Economic Area, unless that country or territory ensures an adequate level of protection for the rights and freedoms of data subjects in relation to the processing of personal data.

Hereford FC will adhere to these principles at all times by employing appropriate methods and procedures as required.

Personal information of persons covered by this policy (staff, volunteers, beneficiaries and clients) will not be released to any third party for promotional or marketing purposes. In unusual circumstances personal information may be released to third parties, e.g. in case of a medical emergency, or as part of a criminal investigation. Individuals can request to see information Hereford FC holds about them. Hereford FC will provide it within 10 working days of the request.

## **Child Protection Policy**

Hereford FC has a duty of care to protect children from harm. All Hereford FC staff and volunteers fully recognise that the safety and welfare of children should always be of paramount importance, whatever the circumstances.

Hereford FC is aware of its responsibilities for child protection and that special care is needed in dealing with children whose age, inexperience or physical state makes them particularly vulnerable to abuse.

Hereford FC will ensure the safety and protection of all children involved in activities either directly delivered by Hereford FC or that have been delivered through other organisations. Activities that Hereford FC delivers with other organisations will be undertaken in accordance with the visited organisations policies and procedures. All suspicions, allegations and disclosure of abuse will be taken seriously and responded to swiftly and appropriately.

A child is defined as a person under the age of 18 (The Children Act 1989).

The aim of the Hereford FC's Child Protection Policy is to:

Allow all Hereford FC staff/volunteers to make informed and confident responses to specific child protection issues.

Provide children & young people with appropriate safety and protection whilst partaking in activities arranged by or promoted by Hereford FC.

To identify a named person to take responsibility for child protection issues.

To support local voluntary and community groups to be fully aware of child protection and to develop good practice when delivering activities for children and young people.

Any suspicion or disclosure of abuse by an employee or a volunteer should be reported to Hereford FC who will take appropriate steps to ensure the safety of the child in question and any other child who may be at risk. This will include the following:

Hereford FC will refer the matter to social services department;

the parent/carer of the child will be contacted as soon as possible following advice from the social services department;

Hereford FC will decide who will deal with any media inquiries and implement any immediate disciplinary proceedings;

if the Child Protection Officer is the subject of the suspicion/allegation the report must be made to the appropriate manager who will refer the matter to social services.

### **Acceptable Use of ICT - Policy**

The aim of Hereford FC's Acceptable Use of Computer and Internet Policy is to govern the use of the company's technology and Internet service by staff, volunteers beneficiaries and visitors.

Hereford FC encourages use of computers and the Internet for enhancement of communications and appropriate use of materials and resources consistent with the goals of the club.

Visitors are permitted to use the computers only under the supervision of staff or volunteers who are responsible for ensuring that these users adhere to this policy and do not access inappropriate materials.

### **Software installation**

It is prohibited to install additional applications without the express permission of the Network Administrator who will decide if the requested software is suitable for installation on the Hereford FC computer system.

## **USB ports and devices**

It is prohibited to connect a personal device to a USB port without specific permission from a senior member of staff. This includes mp3 players, digital cameras, pen drives, mobile phones and any other portable device.

## **Copyright**

Hereford FC staff and volunteers are expected to be aware of copyright law in terms of the use of resources and materials made available on the Internet and must ensure these laws are adhered to when using the Internet service at Hereford FC.

## **Personal Use of Internet Service**

Hereford FC will permit staff and volunteers to use the Hereford FC computers and Internet service to access personal email accounts and social networking sites as long as the content is of a suitable nature.

## **Inappropriate material**

Hereford FC staff and volunteers are expected to be aware of what constitutes inappropriate material and should not access or circulate material of this nature using the Internet service at Hereford FC.

## **Problem Solving Procedure**

We value our volunteer's contribution to our organisation and we do not expect there to be any problems. However, in case problems arise, this policy and procedure enable Hereford FC to deal with these problems in a fair and consistent way.

The aim of this problem solving procedure is to help and encourage all our volunteers to achieve and maintain satisfactory standards of conduct and performance, and to provide the opportunity for improvement where necessary.

Hereford FC has a collaborative approach to problem solving. This procedure helps us tackle issues together if problems arise.

## **Definitions**

**Volunteer** - A volunteer at Hereford FC is someone who is registered with the organisation, who gives their time, free of charge

**Problem** - A problem can be any issue relating to performance or attitude of a volunteer that impacts on their contribution to Hereford FC, for examples see below.

**Procedure** - Where minor problems of performance or conduct are alleged (e.g. poor timekeeping/unreliability, minor mistakes in the tasks being undertaken etc.), your team leader should hold an informal discussion with you to discuss this and decide on an

appropriate course of action. They should inform you of future expectations, set clear goals and tell them about future action that will be taken if expectations are not met.

Where the issue is related to your ability to undertake the role, your team leader will address this during supervision and support sessions. Appropriate expectations and goals will be set. Where there is no improvement, your supervisor will hold an informal meeting with you. The following courses of action will then be available:

Reasonable changes to your role to enable you to carry it out;

Change of your placement, where appropriate and available;

Developing a time-bound plan to address problems. Your Team Leader will evaluate whether problems are addressed and carry out a review at the end of the time-bound period; and

Following the formal procedures listed in section 3 below.

#### **1. Formal procedure**

Where more serious problems of performance or conduct are alleged, or there is no improvement in relation to any earlier issues dealt with informally, the following procedure will be followed:

##### **1.1. Investigation**

Your team leader or another suitably appointed person will investigate the matter and prepare a report for the Co-ordinator.

##### **1.2. Review meeting**

The Co-ordinator will hold a review meeting with you and your team leader. You will be advised in advance of the allegations against you and given time to answer the allegations. You may, if you wish, be accompanied to the meeting by a colleague.

##### **1.3. Action**

If, following the review meeting, the Co-ordinator finds the allegations to be upheld then they will decide an appropriate course of action depending on the seriousness of the performance problems or misconduct. The following courses of action will be available, although they do not preclude other/alternative action:

To issue a formal warning (to be confirmed in writing) advising you of future expectations, a specified review period if appropriate and an indication that the placement will be terminated if expectations are not met; and

To terminate the placement with immediate effect and to confirm this in writing to you.

#### **1.4. Very serious problems:**

If a very serious problem is alleged, Hereford FC may suspend you from the premises immediately while the case is being investigated. Where the Co-ordinator considers the allegation to be upheld, your placement will be ended with immediate effect.

#### **2. Appeals**

You may appeal against formal action taken under this Procedure. If you wish to do so, you should put the grounds of appeal in writing to the Co-ordinator within one week of receiving notification of the penalty in writing. The Co-ordinators decision will be final

If the complaint involved the Co-ordinator, you may address the complaint to the Board of Hereford FC. The decision of the Hereford FC Board will be final.

## **Volunteers Complaints Procedure**

We welcome the involvement of volunteers in this organisation and we try to ensure that the volunteering experience is a rewarding one. We try to get things right but occasionally we fall short of volunteers' expectations. We therefore welcome comments on how volunteering with us can be improved. However, if something is not resolved to your satisfaction you have the right to make a complaint.

The aim of this procedure is to outline how Hereford FC will deal with complaints made by volunteers.

### **Definitions**

**Volunteer** - A volunteer at Hereford FC is someone who is registered with the organisation, who gives their time, free of charge.

A "complaint" by a volunteer - is an expression of dissatisfaction by a volunteer at Hereford FC about **any** aspect of their volunteer experience.

### **Policy**

All complaints made by volunteers whether by letter, phone, in person or by email, or in writing will be dealt with as quickly as possible, handled fairly and politely; and investigated fully.

### **Procedure - How can a volunteer complain?**

We wish to be as flexible as possible in receiving complaints. Volunteers can complain: by letter by phone, in person, by email or on behalf of someone else. You must be prepared to answer further questions in relation to your complaint.

Our Complaints Procedure has three stages:

#### **STAGE 1: FIRST INFORMAL COMPLAINT**

You should, in the first instance, make your concerns known to your Volunteer Team Leader. They will try to resolve the matter immediately and informally, but if this is not possible, you will be asked if you wish to make a formal complaint.

#### **STAGE 2: FORMAL COMPLAINT**

If you wish to proceed, you will need to put your complaint in writing addressed to the Co-ordinator. Your complaint will be acknowledged in writing or by phone within 3

working days and we will aim to resolve the complaint within 10 working days. If this target of 10 days cannot be met, you will be informed of the delay, the reason for the delay, and the new target for responding. If the complaint involves the Co-ordinator, you may address it directly to the Board. The findings and response made by the Board will be final.

**STAGE 3: MY COMPLAINT HAS BEEN INVESTIGATED, BUT I AM STILL NOT SATISFIED** - excluding the circumstance described in the penultimate sentence in Stage 2 - if the person complained of is the Co-ordinator.

At this stage the complaint will be investigated by the Board and provide a response within 28 working days. The findings and response made by the Board will be final.

## **Hereford FC Volunteer Confidentiality Agreement**

This agreement applies to all volunteers involved in the activities of Hereford FC. This includes activities associated with Hereford FC at its main office and at any other base or locations.

Volunteers are responsible for maintaining the confidentiality of all proprietary or privileged information to which they are exposed whilst serving as a volunteer, whether this information involves a single member of staff, volunteer, client or other person or involves the overall business of Hereford FC.

Proprietary information includes documents and designs that have been created by Hereford FC, or by an individual as part of their employment or volunteering with Hereford FC. This information is owned by Hereford FC and must not be shared with anyone outside of Hereford FC without prior approval.

Privileged information includes membership, partners and volunteer databases, conversations, interviews, messages and email lists. This information is confidential and must not be disclosed to anyone outside of Hereford FC.

Any disclosure, misuse, copying or transmitting of any material, data or information, may result in the termination of your volunteering and could lead to further action being taken.

Please sign below to show that you have read and understand your responsibilities as a volunteer with Hereford FC, which you have read and understood the Volunteers Handbook and agree to be bound by the conditions of volunteering set out.

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Signature of Volunteer

Date

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Signature of Team Leader / Co-ordinator

Date